



Volunteer Role Description: Rider Registration & Customer Service

Brief Description	Riders will visit this area to collect their kits, register on the day and ask any questions they may have. Duties include: <ul style="list-style-type: none">• Answering general enquiries• Distributing rider registration kits• Taking on-the-day registrations• Assisting with set-up and pack-down
Reports to	Customer Service Team Leader
Location & Times	Riverside Drive (access from Jane St), West End Sunday 29 April, 4:30am to 7:30am
Positions Available	5
Experience/ Skills Required	<ul style="list-style-type: none">• Ability to work as part of a team• Good communication & customer service skills• Ability to think clearly, act responsibly under all conditions and respond quickly to changing situations• A friendly and approachable demeanour
General Information	<ul style="list-style-type: none">• You will be interacting with riders and other volunteers – happy faces and positive attitudes• Volunteers should come prepared for all weather elements (i.e. dress in layers, bring waterproof clothing and sunscreen)• Positions may require you to be on your feet - comfortable closed toe footwear is essential• All volunteers are required to sign in and out during any period of volunteering• You will be required to attend one briefing session prior to the event• Not all riders will be happy, so please be patient and remain courteous• Any serious problems or concerns should be referred to your team leader
Sun Exposure	Low
Physical Activity	Medium – some lifting may be involved
Benefits	<ul style="list-style-type: none">• Event volunteer vest• Certificate of Appreciation (by request)• Insurance cover• Valuable experience in mass participation events
How to Apply	Register online at www.gbbr.com.au